



House Rules



Check In & Check Out Time

Check in: 2 p.m.
Check out: 11 a.m

On the final day of your stay, please vacate your room by 11 a.m. Failure to do so will result in a surcharge. You can arrange a late checkout with our front desk at least 24 hours in advance, subject to availability.

You are welcome to leave your luggage, free of charge, in the luggage room while you are waiting for a room to be readied prior to check in, or after you have checked out with a charge of 1€ per luggage per day.

Reception Hours

The reception is opened from 8 am until 23 pm (March to October) and from 9 am until 22 pm (November to February). Please advise us if you want to check in outside those hours.

Extending your Stay

After you have booked your stay with us, you can extend your stay (depending on availability) by simply letting us know before you arrive.

If you are already staying with us and you would like to stay longer, please let us know at least 24 hours before your check-out date. We will do our best to accommodate your new plans and this can include relocating you to a similar room should this be necessary.

Smoking

For the comfort and safety of our guests-and to comply with the Greek law- we operate a “nonsmoking” policy throughout the hostel. Smoking is permitted in the terrace where is the bar located. Please ask our staff for the location of the designed area. Non-compliance with this rule will result in a charge of €100 to the offending guest(s) account to cover professional cleaning or the room/area

Noise

Please keep the noise down after 11:00 p.m., especially in the dormitories, shared bathrooms, roof terrace and hallways

Pet

We do not allow any pets in the hostel at any time.

Bar and Alcohol Consumption

The good news? We have a bar! This means, by law, we can't allow any alcohol to be brought in the outside area of the hostel but you can drink your own alcohol only in the kitchen of the hostel. Cheers!



Payment

Room Payment

Full payment for room/bed is required upon check in.

Food and Beverage Payment

Payments can be made only in Euro. There is no extra charge for the credit card payments

Cancellation Policy

Please carefully read our cancellation policy. Rarely can we make any exceptions to this. Our receptionists are instructed to follow this policy and rules.

- We have a cancellation policy of 48h. And that counts from the check-in time (2pm) of the day of your arrival. Failing to cancel within that timeframe, will imply a cancellation penalty equal to the amount of your first night's stay. Booking deposits are non-refundable

Refund Policy for Shortened Stays:

If you shorten your stay with us, you may receive a 50% refund for unused nights if:

- You booked directly with us, and
- You give us at least 24 hours' notice before your new departure date.

Example: if you booked for five nights and let us know by 4 p.m. on day 2 that you will leave on day 3, we will refund 50% of your payment for nights 4 and 5. However, night 3 is not refundable.

Bath towel

Bath towels can be rented for €1.5 for all the duration of your stay. Towels are for drying your body and not meant to be used as a bathmat or cleaning rag.

Locker

Lockers can be rented for €2 for all the duration of your stay.

Free internet & Wi-Fi

The internet facility located in the lobby area is free of charge to all of our guests. Baloo guests can also use our free Wi-Fi high speed internet service, available throughout the hostel. Please ask at the Front Desk for the password.

Car Parking Service

We currently do not have car parking facilities. Please contact us in advance and we shall endeavor to find suitable parking.

Laundry Service

We do not offer laundry service but there is a laundry store than can within 1 hour have all your clothes, towels, duvets washed and dry for €7

Key Card

Failure to return your key card will cost you €4.

Housekeeping

Every room is cleaned daily between 10 a.m. and 4 p.m. The housekeeper will knock to alert you of her intention to clean the room.

Kitchen Room Policy

Please practice safe cooking habits do not leave burners on unattended. Please do not cook with strong smelling ingredients.

Visitors

Please receive your visitors in the Hostel lobby or at the bar. Visitors or friends are prohibited from entering the Residence Area, which is reserved solely for registered guests.

Damages

The Tenant is responsible for any damages or breakages found that are over and above normal wear and tear and usage. In this case, a detailed statement of damage along with an invoice for the repair or replacement cost will be sent by email. Please note, immediate notification after check-out of any damages to, breakages in or issues with the apartment is expected

Liabilities

Baloo Hostel does not assume liabilities for the loss, theft or damage to your luggage or belonging. Please use our own locker and you can rent one for €2 at the reception.

